

ORIGINAL

Ginger Jeffers  
PO Box 730  
Pine AZ 85544



4700

October 20, 2007

W-03512A-07-0342

Mike Gleason  
Arizona Corp. Commission  
1200 West Washington  
Phoenix AZ 85007-2996

Arizona Corporation Commission

DOCKETED

OCT 25 2007

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Mr. Gleason,

There is no nice way to begin this letter.....

I am a 64 year old single female, with a 46 year old disabled daughter living with me.

As you can see from the copies of water bills, on my budget I try to keep my water bills at \$35 - \$40. You cannot imagine what we did without while I was forced to pay July-August-September water bills that you and your constituents know, is the equivalent of having a gun held to my head.

You act as if this is the only utility bill I have to pay each month!

In my opinion (and many others in Pine, as you well know), every member of your group is in bed with Bob Hardcastle, and what you are allowing him to do must be illegal on some level, although you obviously know how to skirt the issue. Hardcastle is selling water he already owns to Strawberry and charging Pine residents for hauling (at different rates each time).

How can you possibly think it is justified for me to pay \$123.35 for a water bill that should have been \$73.32 less, when Bob Hardcastle hasn't installed any new storage tanks or searched for new wells on his dime these past 3 years?

I'm only one person, and there has to be many more in our community who can ill afford to pay our utility bills these days. Every member of the commission should be ashamed of their actions.

Ginger Jeffers

RECEIVED  
2007 OCT 25 A 9:36  
AZ CORP COMMISSION  
DOCKET CONTROL

## Water Sold / Water Hauled

		Gallons	Cost per
May	Sold to Pine Customers	3,764,877	
	Hauled	501,000	
	Water Normal Delivery	3,263,877	
	Charged per Gallon		\$5.54
June	Sold to Pine Customers	5,117,210	
	Hauled	1,253,400	
	Water Normal Delivery	3,863,810	
	Charged per Gallon		\$16.30
July	Sold to Pine Customers	4,924,847	
	Hauled	1,132,100	
	Water Normal Delivery	3,792,746	
	Charged per Gallon		\$18.75
August	Sold to Pine Customers		
	Hauled	330,500	
	Water Normal Delivery		
	Charged per Gallon		

PINE WATER CO INC

Customer: GINGER JEFFERS

Service at: WH L68

Bill Date: 9/26/07

Account #9003786-2

24-Hour Phone : (800) 270-6084

RATE SCHEDULE 14A PINE WATER - E&R SYSTEM

Previous Statement



PREVIOUS BILLING - 8/23/07 123.35  
PAYMENT RECEIVED - 8/31/07 THANK YOU 123.35 -  
PREVIOUS BALANCE .00

Current Statement



SERVICE PERIOD - 8/05 to 9/07 -33 days  
NEXT SCHEDULED READ DATE - 10/05/07  
WATER USAGE (2,000 GAL @ .00600) 12.00  
(1,440 GAL @ .00700) 10.08  
MINIMUM CHARGE (5/8" X 3/4" M) 18.45  
WATER HAULING SURCHARGE 33.31  
OTHER CHARGES (SEE DETAIL BELOW) 2.69

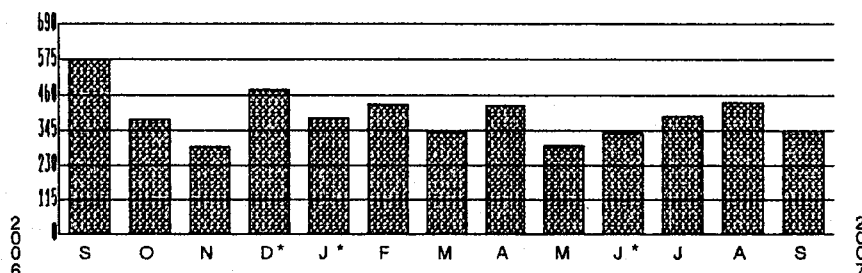
CURRENT BALANCE DUE BY 10/11/07 76.53

TOTAL AMOUNT DUE 76.53

#5510  
10/8/07

METER NUMBER	READINGS PREVIOUS	READINGS CURRENT	CURRENT USAGE GAL	USAGE LAST YEAR GAL
61777656	181740	185180	3,440	5,760

Usage History



Other Charges



USAGE TAX (3,440 @ .00650) .02  
SALES TAX (GILA CO.) (40.53 @ .06600) 2.67  
TOTAL OTHER CHARGES 2.69

Messages



CUSTOMER SERVICE HOURS: 9:00AM - 3:00PM MON-FRI.  
CALL 800-270-6084 OR E-MAIL CUSTOMERSERVICE@GSWATER.COM  
FOR UNRESOLVED BILLING/SERVICE DISPUTES-AZ CORP COMMISSION  
1200 W. WASHINGTON PHOENIX, AZ 85007 800-222-7000  
"IF YOU DIDN'T RECEIVE A WATER QUALITY REPORT BY MAIL AND  
WOULD LIKE ONE, PLEASE CALL OR E-MAIL US".

PINE WATER CO INC

Customer: GINGER JEFFERS  
Service at: WH L68

Bill Date: 8/23/07  
Account #: 9003786-2  
24-Hour Phone : (800) 270-6084

RATE SCHEDULE 14A PINE WATER - E&R SYSTEM

Previous Statement



PREVIOUS BILLING - 7/19/07 101.39  
PAYMENT RECEIVED - 8/02/07 THANK YOU 101.39-  
PREVIOUS BALANCE .00

Current Statement



SERVICE PERIOD - 7/05 to 8/05 -31 days  
NEXT SCHEDULED READ DATE - 9/07/07  
WATER USAGE (2,000 GAL @ .00600) 12.00  
(2,350 GAL @ .00700) 16.45  
MINIMUM CHARGE (5/8" X 3/4" M) 18.45  
WATER HAULING SURCHARGE 73.32  
OTHER CHARGES (SEE DETAIL BELOW) 3.13

CURRENT BALANCE DUE BY 9/07/07

123.35

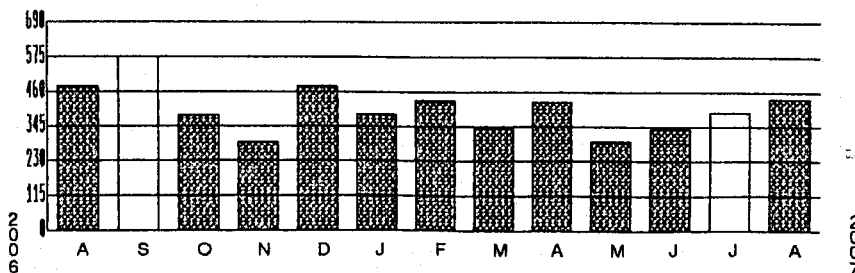
#5479  
8/28/07

TOTAL AMOUNT DUE

123.35

METER NUMBER	READINGS PREVIOUS	READINGS CURRENT	CURRENT USAGE GAL	USAGE LAST YEAR GAL
61777656	177390	181740	4,350	4,780

Usage History



Other Charges



USAGE TAX (4,350 @ .00650) .03  
SALES TAX (GILA CO.) (46.90 @ .06600) 3.10  
TOTAL OTHER CHARGES 3.13

Messages



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WOULD LIKE ONE, PLEASE CALL OR E-MAIL US".

PINE WATER CO INC

Customer: GINGER JEFFERS  
Service at: WH L68

Bill Date: 7/19/07  
Account #: 9003786-2  
24-Hour Phone: (800) 270-6084

RATE SCHEDULE 14A PINE WATER - E&R SYSTEM

Previous Statement



PREVIOUS BILLING - 6/18/07 58.97  
PAYMENT RECEIVED - 7/03/07 THANK YOU 58.97-  
PREVIOUS BALANCE .00

Current Statement



SERVICE PERIOD - 6/06 to 7/05 -29 days  
NEXT SCHEDULED READ DATE - 8/07/07  
WATER USAGE (2,000 KGAL @ .00600) 12.00  
(1,910 KGAL @ .00700) 13.37  
MINIMUM CHARGE (5/8" X 3/4" M) 18.45  
WATER HAULING SURCHARGE 54.65  
OTHER CHARGES (SEE DETAIL BELOW) 2.92

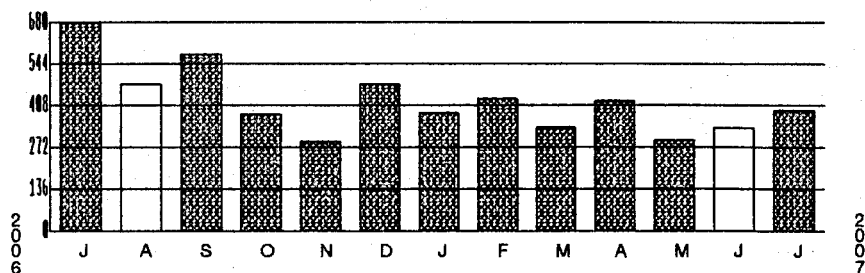
CURRENT BALANCE DUE BY 8/03/07 101.39

TOTAL AMOUNT DUE 101.39

CK# 5458  
7/30/07

METER NUMBER	READINGS PREVIOUS	READINGS CURRENT	CURRENT USAGE KGAL	USAGE LAST YEAR KGAL
161777656	173480	177390	3,910	6,790

Usage History



Other Charges



USAGE TAX (3,910 @ .00650) .03  
SALES TAX (GILA CO.) (43.82 @ .06600) 2.89  
TOTAL OTHER CHARGES 2.92

Messages



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"IF YOU DIDN'T RECEIVE A WATER QUALITY REPORT BY MAIL AND  
WOULD LIKE ONE, PLEASE CALL OR E-MAIL US".

PINE WATER CO INC

Customer: GINGER JEFFERS  
Service at: WH L68

Bill Date: 6/18/07  
Account #: 9003786-2  
24-Hour Phone: (800) 270-6084

RATE SCHEDULE 14A PINE WATER - E&R SYSTEM

Previous Statement



PREVIOUS BILLING - 5/10/07 35.44  
PAYMENT RECEIVED - 5/17/07 THANK YOU 35.44-  
PREVIOUS BALANCE .00

Current Statement



SERVICE PERIOD - 5/08 to 6/06 -29 days  
NEXT SCHEDULED READ DATE - 7/09/07  
WATER USAGE (2,000 KGAL @ .00600) 12.00  
(1,360 KGAL @ .00700) 9.52  
MINIMUM CHARGE (5/8" X 3/4" M) 18.45  
WATER HAULING SURCHARGE 16.34  
OTHER CHARGES (SEE DETAIL BELOW) 2.66

CURRENT BALANCE DUE BY 7/03/07 58.97

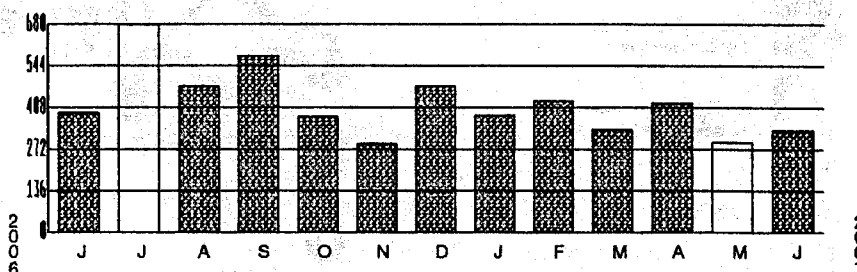
TOTAL AMOUNT DUE

58.97

#5424  
6/27/07

METER NUMBER	READINGS PREVIOUS	READINGS CURRENT	CURRENT USAGE KGAL	USAGE LAST YEAR KGAL
61777656	170120	173480	3,360	336 3,920 392

Usage History



Other Charges



USAGE TAX (3,360 @ .00650) .02  
SALES TAX (GILA CO.) (39.97 @ .06600) 2.64  
TOTAL OTHER CHARGES 2.66

Messages



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1200 W. WASHINGTON PHOENIX, AZ 85007 800-222-7000

PINE WATER CO INC

Customer: GINGER JEFFERS  
Service at: WH L68

Bill Date: 5/10/07  
Account #: 9003786-2  
24-Hour Phone : (800) 270-6084

RATE SCHEDULE 14A PINE WATER - E&R SYSTEM

Previous Statement



PREVIOUS BILLING - 4/16/07 39.96  
PAYMENT RECEIVED - 5/01/07 THANK YOU 39.96-  
PREVIOUS BALANCE .00

Current Statement



SERVICE PERIOD - 4/12 to 5/08 -26 days  
NEXT SCHEDULED READ DATE - 6/12/07  
WATER USAGE PRORATED 14.78  
MINIMUM CHARGE (5/8" X 3/4" M) 18.45  
OTHER CHARGES (SEE DETAIL BELOW) 2.21

CURRENT BALANCE DUE BY 5/25/07

35.44

#5394

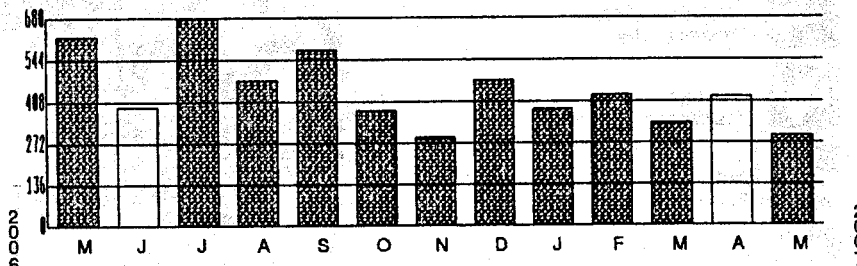
TOTAL AMOUNT DUE

35.44

5/15/07

METER NUMBER	READINGS PREVIOUS	READINGS CURRENT	CURRENT USAGE GAL Avg/Day	USAGE LAST YEAR GAL Avg/Day
61777656	167170	170120	2,950 113	6,190 182

Usage History



Other Charges



USAGE TAX (2,950 @ .00650) .02  
SALES TAX (GILA CO.) (33.23 @ .06600) 2.19  
TOTAL OTHER CHARGES 2.21

Messages



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1200 W. WASHINGTON PHOENIX, AZ 85007 800-222-7000

PINE WATER CO INC

Customer: GINGER JEFFERS  
Service at: WH L68

Bill Date: 4/16/07  
Account #: 9003786-2  
24-Hour Phone :(800) 270-6084

RATE SCHEDULE 14A PINE WATER - E&R SYSTEM

Previous Statement



PREVIOUS BILLING - 3/16/07 35.97  
PAYMENT RECEIVED - 3/29/07 THANK YOU 35.97-  
PREVIOUS BALANCE .00

Current Statement



SERVICE PERIOD - 3/14 to 4/12 -29 days  
NEXT SCHEDULED READ DATE - 5/15/07  
WATER USAGE (2,000 GAL @ .00395) 7.90  
(2,240 GAL @ .00496) 11.11  
MINIMUM CHARGE (5/8" X 3/4" M) 18.45  
OTHER CHARGES (SEE DETAIL BELOW) 2.50

CURRENT BALANCE DUE BY 5/01/07

39.96

#5380

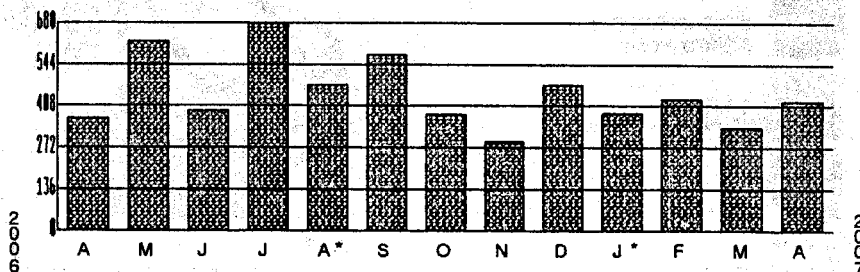
4/25/07

TOTAL AMOUNT DUE

39.96

METER NUMBER	READINGS PREVIOUS	READINGS CURRENT	CURRENT USAGE GAL Avg/Day	USAGE LAST YEAR GAL Avg/Day
61777656	162930	167170	4,240	146
			8,910	165

Usage History



Other Charges



USAGE TAX (4,240 @ .00650) .03  
SALES TAX (GILA CO.) (37.46 @ .06600) 2.47  
TOTAL OTHER CHARGES 2.50

Messages



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1200 W. WASHINGTON PHOENIX, AZ 85007 800-222-7000



PINE WATER CO INC

Customer: GINGER JEFFERS  
Service at: WH L68

Bill Date: 3/16/07  
Account #: 9003786-2  
24-Hour Phone: (800) 270-6084

RATE SCHEDULE 14A PINE WATER - E&R SYSTEM

Previous Statement



PREVIOUS BILLING - 2/16/07 40.85  
PAYMENT RECEIVED - 3/08/07 THANK YOU 40.28-  
PREVIOUS BALANCE DUE IMMEDIATELY .57 -

Current Statement



SERVICE PERIOD - 2/14 to 3/14 -28 days  
NEXT SCHEDULED READ DATE - 4/16/07  
WATER USAGE (2,000 GAL @ .00395) 7.90  
(1,380 GAL @ .00496) 6.84  
MINIMUM CHARGE (5/8" X 3/4" M) 18.45  
OTHER CHARGES (SEE DETAIL BELOW) 2.21

CURRENT BALANCE DUE BY 4/02/07 35.40

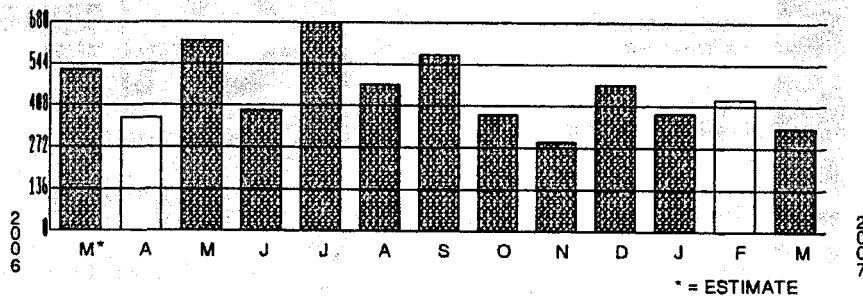
TOTAL AMOUNT DUE

35.97

#5354  
3/25/07

METER NUMBER	READINGS PREVIOUS	READINGS CURRENT	CURRENT USAGE GAL Avg/Day	USAGE LAST YEAR GAL Avg/Day
61777656	159550	162930	3,380 120	5,248 187

Usage History



Other Charges



USAGE TAX (3,380 @ .00650) .02  
SALES TAX (GILA CO.) (33.19 @ .06600) 2.19  
TOTAL OTHER CHARGES 2.21

Messages



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1200 W. WASHINGTON PHOENIX, AZ 85007 800-222-7000  
WINTER WEATHER CONDITIONS CAN FREEZE & RUPTURE PIPES. SHUT  
OFF YOUR SERVICE & DRAIN THE LINES IF YOU WILL BE AWAY FOR  
AN EXTENDED TIME"